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Usability Testing and Metadata Improvement: Meeting User Needs and Expectations in ArchivesSpace

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Usability Testing and Metadata Improvement

Meeting User Needs and Expectations in
ArchivesSpace

Annie Benefiel
Grand Valley State University

Grand Valley State

- Comprehensive University (Masters Large)
- 25,000 students
- 5 Library locations
- 2 Campuses, Allendale & Grand Rapids

Special Collections & University Archives

- "Off the beaten path" location
- Space shared with study lounge
- 3 full-time faculty librarians
- Student staff ~20 hrs/week



Adopting the Shared Customer Service Philosophy

- Approachable
- Peer-to-peer support
- Scaffold student experience
- Build expertise
- Go the extra mile
- Be friendly, quick, efficient



Collections

500+ collections

3700 linear feet

32,000 rare books

ArchivesSpace

Implemented 2014

LYRASIS hosted

PUI upgrade August 2017

Abraham Lincoln, Civil War & Slavery



20th Century Wars & Veterans



Politics & Government



Michigan & Regional History



Young Lords in Lincoln Park



Interviews & Oral Histories



Art & Artists



Authors & Literature

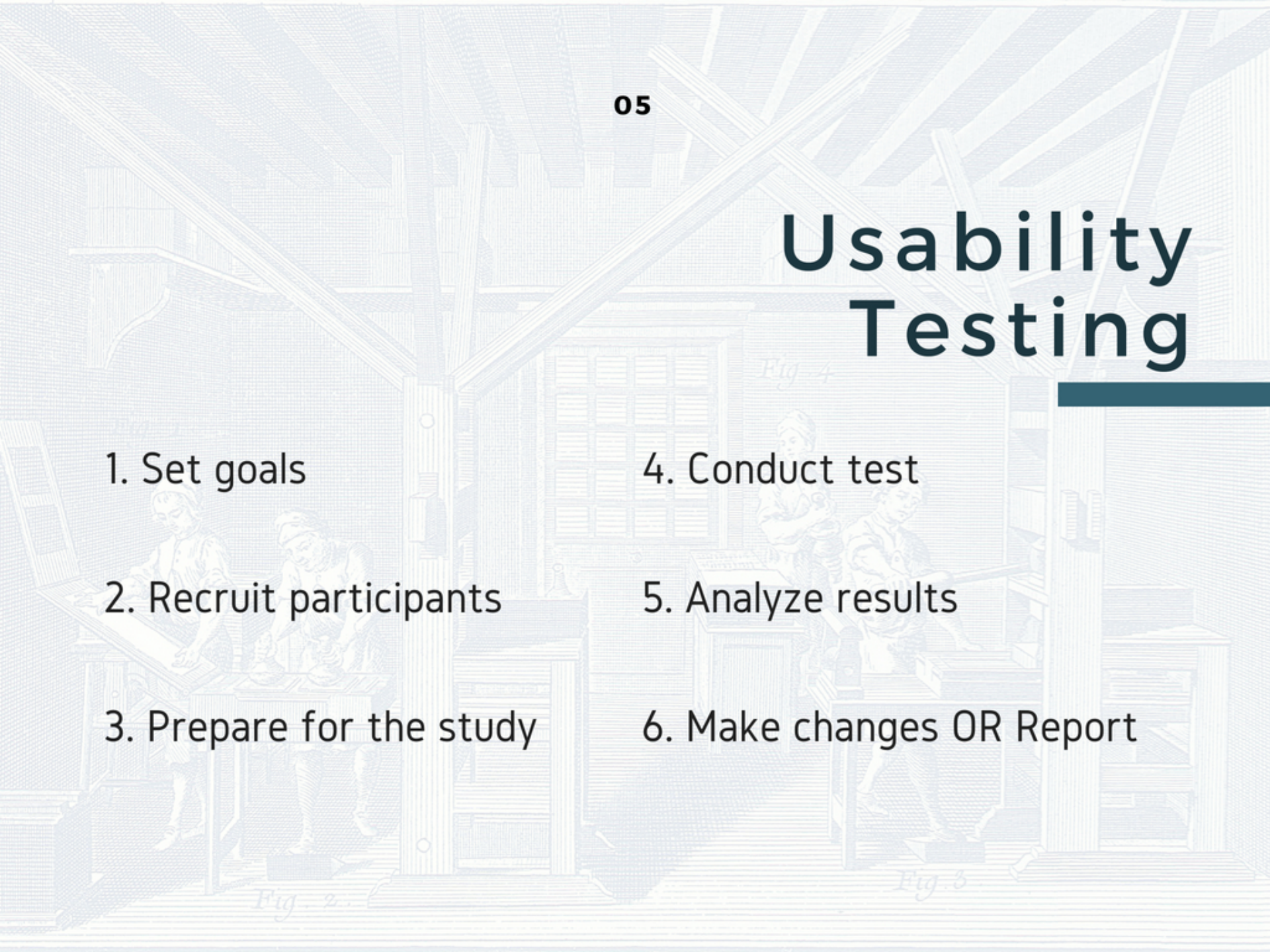


Incunabula, Books & Printing



Usability Testing

1. Set goals
2. Recruit participants
3. Prepare for the study
4. Conduct test
5. Analyze results
6. Make changes OR Report



Set goals

Can GVSU Students use ArchivesSpace to:

- Identify relevant primary source materials?
- Determine how to access the materials?
- Locate related digital collections?



Recruit participants

Challenge

Special Collections & University Archives gets little foot traffic

Many undergrads have little experience finding and using archives

No budget for incentives to participate

Solution

Library User Experience (UX) student employees

More experienced with library searching and finding resources

Incorporated the test into their library training

Prepare for the study

Scenario 1

Find multiple versions of an author's work.

Wolf (circa. 1973)—Unproduced



Scope and Contents Writings by Jim Harrison document the process of his writing from initial ideas and concept development through publication. Early notes include Harrison's thoughts on writing and becoming a writer. The materials may contain handwritten and typescript drafts, revisions, pre-published and published versions.

Found in: [Grand Valley State University Special Collections and University Archives / Jim Harrison papers / Writings by Jim Harrison / Screenplays](#)

Wolf (1990-1993) cont.



Scope and Contents Writings by Jim Harrison document the process of his writing from initial ideas and concept development through publication. Early notes include Harrison's thoughts on writing and becoming a writer. The materials may contain handwritten and typescript drafts, revisions, pre-published and published versions.

Found in: [Grand Valley State University Special Collections and University Archives / Jim Harrison papers / Writings by Jim Harrison / Screenplays](#)

Wolf: novel (1970-1971)



Scope and Contents Writings by Jim Harrison document the process of his writing from initial ideas and concept development through publication. Early notes include Harrison's thoughts on writing and becoming a writer. The materials may contain handwritten and typescript drafts, revisions, pre-published and published versions.

Found in: [Grand Valley State University Special Collections and University Archives / Jim Harrison papers / Writings by Jim Harrison / Fiction](#)

Prepare for the study


Scenario 2

Find physical and digital versions of World War II photographs.


Creator is exactly "Ochs, James W."

1 of 2 [Next Page](#)


Sort by: [Title](#) [Creator](#)




Equipment inspection
Equipment inspection at the 26th Infantry Division on US base, 1944.



Signal Officer Clapper speaking to troops at US base
26th Infantry Division Signal




Military marching band passes the 104th Infantry headquarters sign
Military marching band of the 26th Infantry Division passes 104th Infantry headquarters



Soldiers reading headlines of allies invasion
Soldiers of the 26th Infantry Division crouched around an issue of the Columbia Record

James W. Ochs World War II collection

 **Collection** Identifier: RHC-55

Collection Description Collection includes a photo album of images taken by Ochs, 16 photos taken by the Army Signal Corps of the 26th Infantry Division, and a scrapbook of documents, articles, letters, brochures and other printed materials, currency and artifacts collected by Ochs. Photographs in the album document his tour of duty in France with the 26th Division, friends he acquired in France, and his leisure time activities. The collection also included is a copy of the video interview conducted for the Veterans...

Found in: [Grand Valley State University Special Collections and University Archives / James W. Ochs World War II collection](#)



Prepare for the study

Scenario 3

Find primary resources relating to women at Grand Valley.

Search all record types where
keyword(s): **women's activism**

Showing Results: 1 - 100 of 103

1 2 Relevance ▼ Sort

Women's Center. CVPT Magazine
Series – Box: 80 Identifier: GV028-41

Overview In October 2010, the Grand Valley State University's Women's Center received a three-year VAWA grant from the U.S. Department of Justice, Office on Violence Against Women. Through that grant the Women's center produced CVPT Magazine. The magazine contains information about the issues of sexual assault and domestic violence, as well as resources and services to support victims and survivors. It also includes information and support about healthy relationships and ways that men can participate in...

Found in: [Grand Valley State University Special Collections and University Archives / Women's Center. CVPT Magazine](#)

Women's Commission files
Series – Box: 57 Identifier: GV183

Abstract The Women's Commission was created with the purpose to insure an environment that supports women at Grand Valley by identifying issues of concern to women, coordinate efforts to improve the campus for women, target specific issues to be addressed, and monitor their progress. They reported to the President and Board of Control. Collection contains the mission statement, reports, and other supplementary materials.

Found in: [Grand Valley State University Special Collections and University Archives / Women's Commission files](#)

HerStory lectures
Series Identifier: GV044-03

Abstract In the late 1990s, faculty and staff members and students served on a task force to research development of a women's center at the request of faculty, staff and students. The Women's Center was established in 2001 to create meaningful learning experience about women and gender and to advocate for gender justice through the education, engagement, and empowerment of women students and the greater GVSU community. The Center partners with students, faculty, and staff to offer comprehensive and...

Found in: [Grand Valley State University Special Collections and University Archives / HerStory lectures](#)

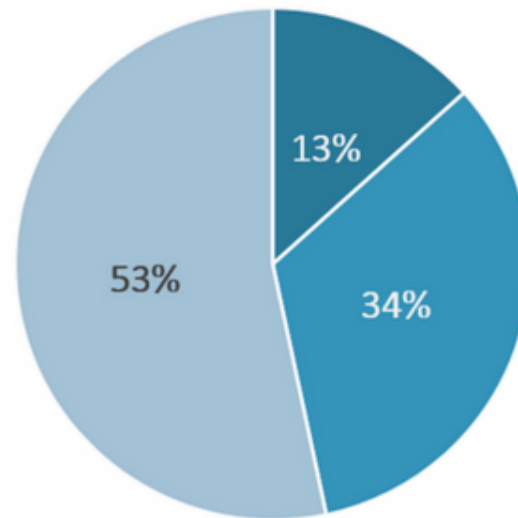
Conduct the test

Guided Questionnaire

- How successful were you?
- Copy & paste URLs to your findings.
- How would you gain access to materials identified in your search?
- What did you find confusing?
- What terminology did you find confusing?

Analyze the results

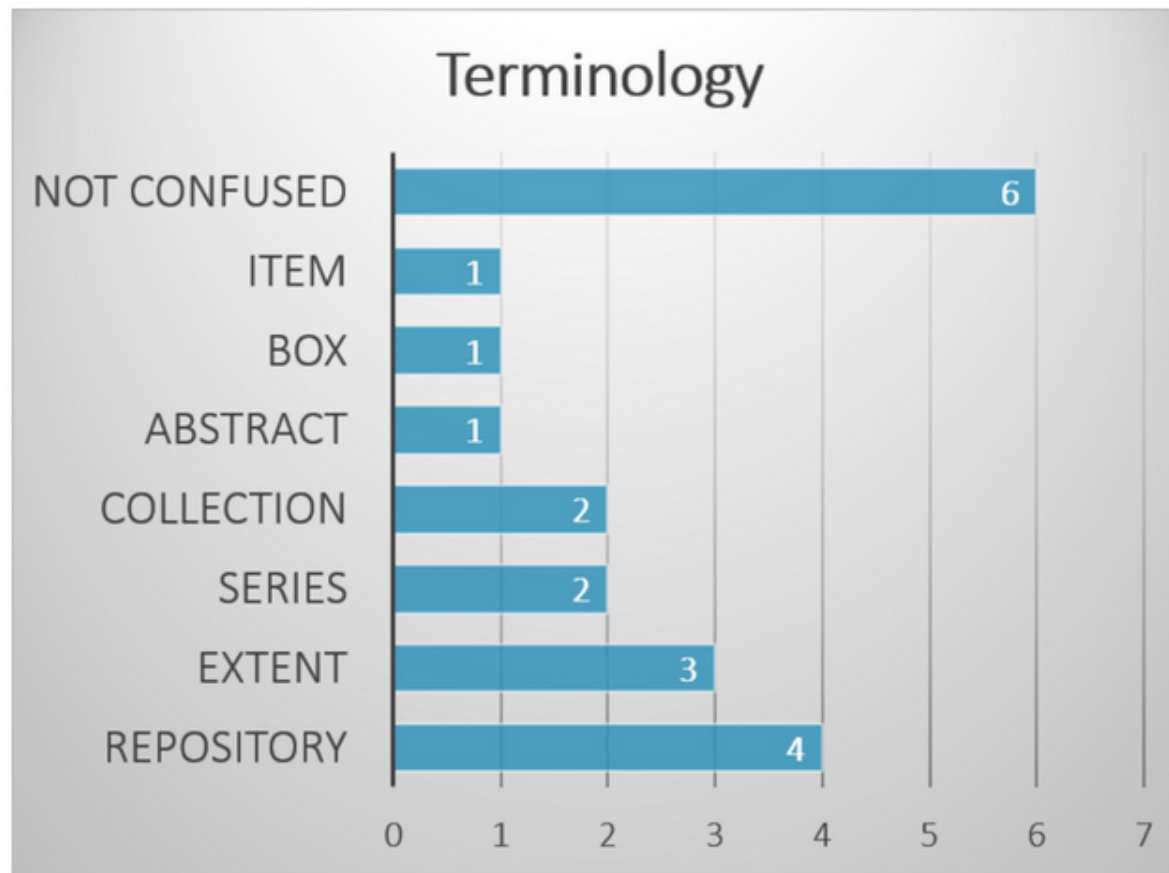
Search Success



■ Not successful ■ Moderately successful ■ Very successful

53%	Very Successful	=	Relevant links + High confidence
34%	Moderately Successful	=	Relevant links + Lower confidence
13%	Not Successful	=	Irrelevant Links

Analyze the results



Analyze the results

Likes

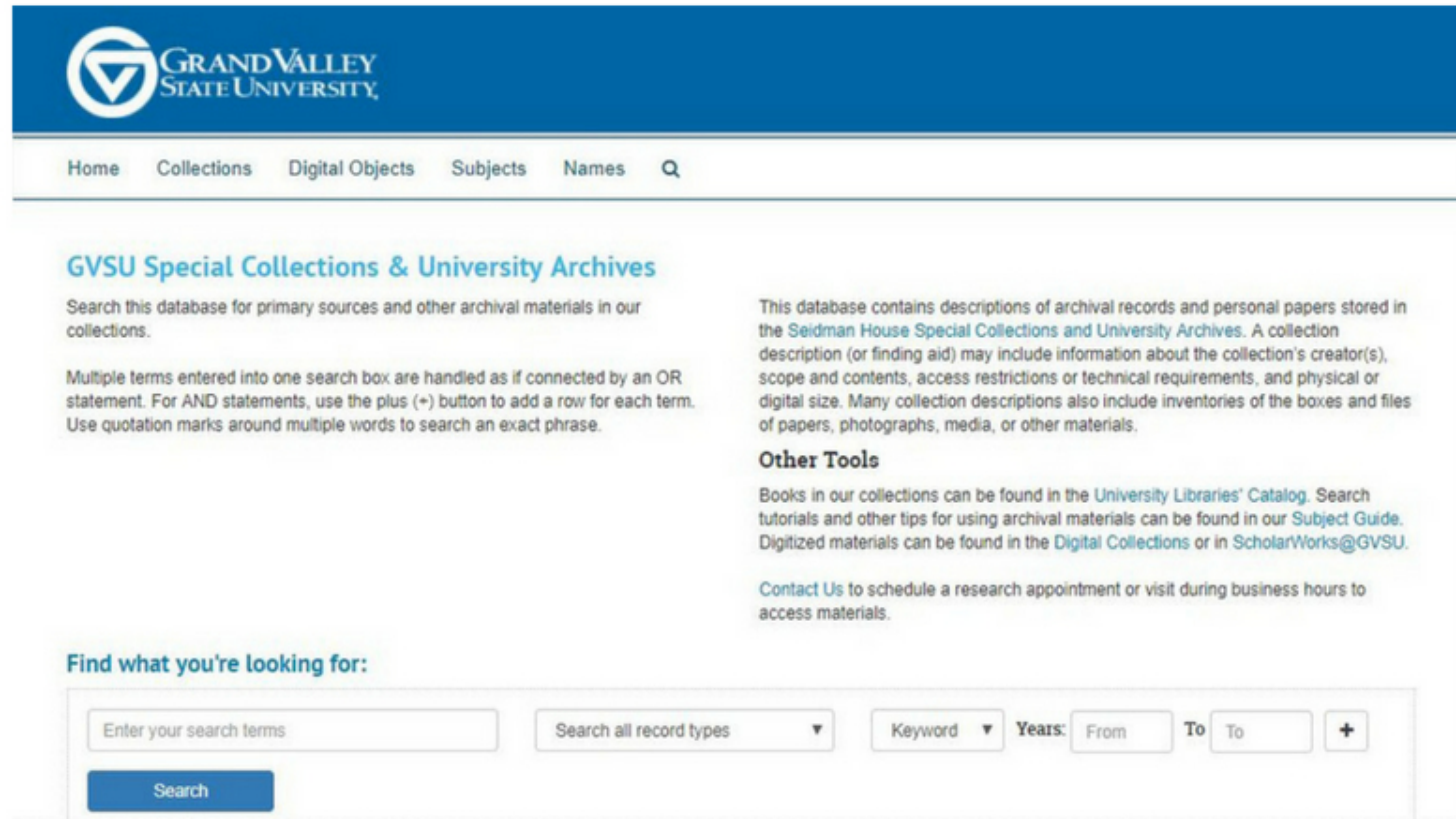
- Prominent citation button
- Ability to refine searches
- Relevant collections contain many possible sources of information

Dislikes

- Confusing to navigate
- Access to materials unclear
- Keyword searches don't always get results

Make changes

- Search Instructions
- Description of database contents
- Links to other tools



GRAND VALLEY STATE UNIVERSITY

Home Collections Digital Objects Subjects Names Q

GVSU Special Collections & University Archives

Search this database for primary sources and other archival materials in our collections.

Multiple terms entered into one search box are handled as if connected by an OR statement. For AND statements, use the plus (+) button to add a row for each term. Use quotation marks around multiple words to search an exact phrase.

This database contains descriptions of archival records and personal papers stored in the [Seidman House Special Collections and University Archives](#). A collection description (or finding aid) may include information about the collection's creator(s), scope and contents, access restrictions or technical requirements, and physical or digital size. Many collection descriptions also include inventories of the boxes and files of papers, photographs, media, or other materials.

Other Tools

Books in our collections can be found in the [University Libraries' Catalog](#). Search tutorials and other tips for using archival materials can be found in our [Subject Guide](#). Digitized materials can be found in the [Digital Collections](#) or in [ScholarWorks@GVSU](#).

[Contact Us](#) to schedule a research appointment or visit during business hours to access materials.

Find what you're looking for:

Enter your search terms Search all record types Keyword Years: From To

Make changes


Conditions Governing

Access note

More explicit information

Clearer label

461st Bomb Group (H) collection

 **Collection** Identifier: RHC-133

Grand Valley State University Special Collections and University Archives | 461st Bomb Group (H) collection

Collection Overview

Collection Organization

Container Inventory

This collection contains a small amount of material collected by attendees at a 461st Bomb Group reunion. It includes reunion agendas, a 461st Bomb Group badge, and two essays written about the 461st Bomb Group.

Dates

circa 1999-2005

Access to the Materials

Collection is open for research use. Materials may be accessed by request at Special Collections and University Archives in Seidman House. Materials do not circulate.

Publication Rights

The collection is the physical property of Grand Valley State University, but all literary rights are retained by the original creators of materials, their estates, heirs, or third parties. It is the responsibility of the researcher to secure appropriate permissions for publication beyond the bounds of fair use.

Extent

0.24 Linear feet (1 box)

17

Next steps



Create record templates and boilerplate text for Conditions Governing Access note

Review observations and data of reference and Reading Room use

Create new goals and scenarios and test again



Thanks!

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Grand Valley State University